

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Serge Laprise
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-1A Follow-Up Electrics & VZ – Please review the following scenarios of joint pole line extensions and supply the dollar figures for the pole and anchor work (only) based on your particular billing schedules. Please explain any design assumptions and additional related costs in fleshing out the examples. VZ, please supply a separate response for each of the three Electric companies, based on your agreements with those companies.

Scenario 1:

- three pole line extension on private property
- **Electric** maintenance area
- (3) 140’ spans / 35’ poles
- Anchor at pole 3 placed **for electric use only**

	Pole 1	Pole 2	Pole 3 + anchor	Total
Electric billing to VZ	Note 1	Note 1	Note 1	
Electric invoice to the customer	Note 2	Note 2	Note 2	
VZ invoice to customer	Note 3 No Charge	Note 3 \$390.00 or rental rate	Note 3 \$390.00 or rental rate	\$780.00 or rental rate
Total cost to customer				

Note 1: If Electric billing to VZ is affected by the customer contribution, please explain.

Note 2: If the amount Electric invoices the customer is affected by Electric billing to VZ, please explain.

Note 3: If the amount VZ invoices the customer is affected by Electric billing to VZ, please explain.

Scenario 2:

- three pole line extension on private property
- **Electric** maintenance area
- (3) 140’ spans / 35’ poles
- Anchor at pole 3 **required by both owners**

	Pole 1	Pole 2	Pole 3 + anchor	Total
Electric billing to VZ	Note 1	Note 1	Note 1	
Electric invoice to the customer	Note 2	Note 2	Note 2	
VZ invoice to customer	Note 3 No Charge	Note 3 \$390.00 or rental rate	Note 3 \$390.00 or rental rate	\$780.00 or rental rate
Total cost to customer				

Note 1: If Electric billing to VZ is affected by the customer contribution, please explain.

Note 2: If the amount Electric invoices the customer is affected by Electric billing to VZ, please explain.

Note 3: If the amount VZ invoices the customer is affected by Electric billing to VZ, please explain.

Scenario 3:

- three pole line extension on private property
- **VZ** maintenance area
- (3) 140’ spans / 35’ poles
- Anchoring at pole 3 **placed for electric but not required by VZ**

	Pole 1	Pole 2	Pole 3 + anchor	Total
VZ billing to Electric	Note 1 PSNH \$300 NGRID \$500 Unitil \$575	Note 1 PSNH \$300 NGRID \$500 Unitil \$575	Note 1 PSNH \$508 NGRID \$700 Unitil \$805	PSNH \$1108 NGRID \$1700 Unitil \$1955
VZ invoice to customer	Note 2 No Charge	Note 2 \$390.00	Note 2 \$390.00	\$780.00
Electric invoice to customer	Note 3	Note 3	Note 3	
Total cost to customer				

Note 1: If VZ billing to Electric is affected by the customer contribution, please explain.

Note 2: If the amount VZ invoices the customer is affected by VZ billing to Electric, please explain.

Note 3: If the amount Electric invoices the customer is affected by VZ billing to Electric, please explain.

Scenario 4:

- three pole line extension on private property
- **VZ** maintenance area
- (3) 140’ spans / 35’ poles
- Anchoring at pole 3 **required by both owners**

	Pole 1	Pole 2	Pole 3 + anchor	Total
VZ billing to Electric	Note 1 PSNH \$300 NGRID \$500 Unitil \$575	Note 1 PSNH \$300 NGRID \$500 Unitil \$575	Note 1 PSNH \$300 NGRID \$500 Unitil \$575	PSNH \$900 NGRID \$1500 Unitil \$1725
VZ invoice to customer	Note 2 No Charge	Note 2 \$390.00	Note 2 \$390.00	\$780.00
Electric invoice to customer	Note 3	Note 3	Note 3	
Total cost to customer				

Note 1: If VZ billing to Electric is affected by the customer contribution, please explain.

Note 2: If the amount VZ invoices the customer is affected by VZ billing to Electric, please explain.

Note 3: If the amount Electric invoices the customer is affected by VZ billing to Electric, please explain.

REPLY:

The tables above illustrate the charges Verizon NH assesses to customers and co-owners for the pole scenarios requested. Total customer charges could not be determined, as Verizon NH is not responsible for electric company billing. The inputs to these tables are further described below. All four scenarios assume joint ownership of the pole and, therefore, the customer is only charged Verizon NH’s 50% ownership related rates.

- Scenario 1: In power company maintenance areas, Verizon NH will charge the customer 50% of its standard pole rate. Verizon NH does not charge the customer for the first pole. Subsequent poles incur a charge of \$390.00 each. Verizon NH does not assess charges to the customer for anchors. In the event the pole is solely owned by the electric company, and Verizon NH pays a joint use fee, the customer requiring additional poles on private property will incur the rental fee which Verizon NH is assessed from the pole owner.
- Scenario 2: See scenario 1.

- REPLY: (Cont'd)**
- Scenario 3: In Verizon NH maintenance areas, Verizon NH will charge the power companies the rates as noted in the table above. The price of the anchor is the difference between the price of Pole 2 and Pole 3. In addition, Verizon NH will charge the customer 50% of its standard pole rate. Verizon NH does not charge the customer for the first pole. Subsequent poles incur a charge of \$390.00 each. Verizon NH does not assess charges to the customer for anchors.
 - Scenario 4: See scenario 3.

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Docket No. DM 05-172

Respondent: Serge Laprise

Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-2A Follow-Up VZ – Present VZ policy for constructing pole line extensions into multi-lot subdivisions instructs VZ engineers to design and accomplish the work without the need to levy line extension charges. VZ District Memorandum dated 11/1/05 supplied with response to Staff 4-1. Are there circumstances (end of a building cycle, no obvious building construction, builder history, etc.) where VZ might assess line extension charges to ensure that VZ is making the investment in the subdivision at the proper time?

REPLY: No. Verizon NH is not compensated for pole line extensions placed during the initial development of a subdivision. Therefore, in order to ensure that Verizon NH does not undertake projects that are unsound, Verizon NH will only place pole line extensions into subdivisions once it has received a valid customer request for service or there is building activity occurring on the specific work site.

VZ #284

**Verizon New England Inc.
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State of New Hampshire

Docket No. DM 05-172

Respondent: Serge Laprise
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-7A Follow-Up VZ – A builder contacts the VZ business office to initiate a formal request for pole work after finding that his new construction is in a VZ maintenance area:

1. Does the VZ service representative ask the builder whether he is building the home for a specific customer or whether he is building a speculative home?
2. When the builder replies that he's building for a specific customer, does the VZ service representative ask the builder to have his customer call the BO to apply for service or does the representative take an order from the builder?
3. Is it possible to develop a method to invoice builders of speculative homes for the pole work prior to beginning the work in a VZ maintenance area in lieu of asking for a one year service guarantee?

REPLY:

1. The Verizon NH service representative would ask the builder whether or not the home is for a specific customer or not.
2. The service representative would advise the builder to have the customer contact the Verizon Business Office directly to establish service. The service representative will not take an order from the builder.
3. Although this is not Verizon NH's current practice, it is a topic that could be explored. Verizon NH would need to be compensated for its infrastructure investment in the event that after deployment of the facilities, the developer decides to use an alternative provider, thus causing Verizon NH to lose its investment, without an opportunity to recover its cost.

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Docket No. DM 05-172

**Respondent:
Title:**

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-7B Follow-Up
Electrics – At the technical session, some concern was expressed that builders, in an effort to expedite construction work schedules, will “shop around” for the joint owner most likely to act quickly. What do you do to prevent builders from manipulating the system by telling your company that they don’t want VZ service in VZ maintenance areas and forcing you to set poles to honor service requests outside of your maintenance areas?

REPLY: Verizon NH response not required.

VZ #286

**Verizon New England Inc.
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State of New Hampshire

Docket No. DM 05-172

Respondent: Martin Wilkinson
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-8A Follow-Up VZ – Verizon has indicated that it believes it cannot contact an electric customer who has requested electric service requiring pole work in a VZ maintenance area if the customer has not already contacted Verizon to order service. Please explain Verizon’s practice and policy in this type of situation and provide specific cites to the pertinent state or federal rules and/or statutes which prohibit Verizon from contacting the customer. If there are no prohibitions on contacting the customer and it is, in fact, Verizon’s policy not to, please explain the rationale behind such a policy.

REPLY: As telephone competition expanded in New Hampshire, the number of instances of customers calling electric companies to have a pole set in Verizon NH’s maintenance area, but who did not intend to subscribe to telephone service from Verizon NH, increased. These occurrences raised several concerns for Verizon NH. As a prudent business decision, it was reasonable for Verizon NH to await a customer service request (Verizon NH’s 499 process which addresses poles placed on private property to provide service to a new customer) before placing any necessary poles and wires. At the same time, Verizon NH was also concerned with the then-current practice by the electric companies of informing customers to call Verizon NH for service when a pole was needed for new electric service in Verizon NH’s maintenance area. Verizon NH held informal discussions with the electric companies to address this issue. It recommended that the electric companies inform customers who were located in a Verizon NH maintenance area that if they intended to take service from Verizon NH, they should call Verizon NH to have the pole set. If they intended to use another telecommunications provider, then the electric company could proceed to set the pole. While it is Verizon NH’s practice not to do so, Verizon NH is not aware of any specific bar to its contacting the electric customer directly.

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Docket No. DM 05-172

Respondent: Serge Laprise
Title: Manager – OSP Engineering

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-8B Follow-Up Electrics & VZ – When a customer makes an application for service to either of the joint owners and pole work appears to be necessary, please identify what you believe would be the most effective written communication method for use between the respective line designers to document the contact and to ensure that both designers have enough information early in the application process to schedule their work? The EON/605A is recognized by the various IOPs as the form used to document the design of joint pole work. Would that be useful as an initial communication tool?

REPLY: The EON/605A documents the pole and anchor material requirements for the project and the allocation of ownership and costs. It is most efficient for the engineers to first meet at the proposed work site to determine the best pole layout plan that will meet the customers' expectations. It is the field meeting which is the guiding communication platform for the project design. From that meeting, the EON/605A can be used to identify the specific poles and anchors required to complete the job. The EON/605A becomes the working document from which the parties design the specific project.

VZ #288

**Verizon New England Inc.
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Docket No. DM 05-172

Respondent:

Title:

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-8D Follow-Up National Grid – Please supply an outline or specific JOA/IOP describing the National Grid agreements with telcos (VZ?) in NY where no maintenance areas exist as such, but where agreement goals are achieved through the division of the type of pole work and/or pricing schedules.

REPLY: Verizon NH response not required.

VZ #290

**Verizon New England Inc.
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State of New Hampshire

Docket No. DM 05-172

Respondent:

Title:

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-8E Follow-Up Unitil - Please supply an expanded narrative of the suggestion you made to divide the joint pole work in a region by the type of work required (e.g. service poles by the electric company and the certain rebuilds/other work by VZ).

REPLY: Verizon NH response not required.

VZ #291

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DM 05-172

Respondent: Serge Laprise
Title: Manager – OSP Engineering
Respondent: John Puopolo
Title: Director - Construction

REQUEST: New Hampshire Utilities Commission Staff, Set 5 Follow-up

DATED: August 11, 2006

ITEM: Staff 5-8H Follow-Up Electrics & VZ – What is your company policy or practice regarding on-site communications between your company’s technicians and builders/owners/customers? Do you encourage your technicians to make an attempt to keep the customer informed when problems arise, when an emergency requires that they pull off the job, or about the general progress of the job?

REPLY: Verizon NH’s Installation and Maintenance (I&M) organization follows “3 Points of Customer Contact” on each assignment. The details of this practice are as follows:

1. All technicians will report directly to the customer address upon dispatch and announce their arrival;
2. All technicians will keep the customer informed of the status of the job every hour or whenever they have to leave the customer’s location;
3. All technicians will explain work performed prior to closing out each job and leaving the customer’s location.

Further, it is the technician’s responsibility to read customer comments on the work order and comply with any call-ahead or access requests.

Verizon NH’s construction organization is responsible for the overall construction of Verizon NH’s network, and as such does not have a specific external customer. As a result, there are no customer contact

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REPLY: (Cont’d) practices for construction technicians such as there are for the installation technicians. This does not preclude them, however, from communicating with builders/owners/customers while on the work site. The issues related to construction projects are usually larger in scope than would be addressed by a construction technician and should be directed to the Verizon NH Project manager.

VZ #294